

Appendix F: Additional Sources of Assistance

There are many resources available to help your organization develop and implement an EMS that are free of charge or relatively inexpensive. The following is a description of some of these resources.

Federal Government Agencies

The U.S. **Environmental Protection Agency** (USEPA) provides information on a number of topics that can be useful in the development and implementation of an EMS. Some of these resources include: assistance with interpretation of environmental laws and regulations; information on pollution prevention technologies (case studies and fact sheets); and hotlines to answer questions about environmental issues. The Agency also has web sites for information on EMS's and Design for Environment. The USEPA's Office of Compliance has established national Compliance Assistance Centers for various industry sectors.

The **Small Business Administration** (SBA) provides assistance to small and medium-sized organizations. The SBA can provide information and assistance related to: operation and management of a business; sources of financial assistance; international trade; as well as laws and regulations.

State Agencies

Your state environmental regulatory agency can provide assistance with the development of an EMS. Contact your state environmental agency and inquire about education and outreach programs for organizations that are developing an EMS. Many state environmental agencies also can provide publications, pamphlets, and on-line help related to state environmental laws, innovative pollution prevention technologies, waste reduction, and permitting. Some states (such as North Carolina, Wisconsin and Virginia) have developed programs to help organizations implement and EMS and/or seek ISO 14001 registration. Recently, several states (including Texas and Virginia) established "EnviroMentor" programs within their Small Business Assistance Offices. These mentoring programs are intended to help small companies comply with regulations.

Associations

Industry trade associations can provide assistance with the development of an EMS. These organizations can provide information on industry-specific environmental management issues, and can put you in contact with other organizations that can share their experience and expertise in EMS implementation.

Colleges and Universities

Some colleges and universities provide EMS-related training or manage EMS demonstration projects.

Chambers of Commerce

Your local or state chamber of commerce might be helpful in providing information about legislative and regulatory issues that affect environmental management for small and medium-sized organizations. Other services that are commonly offered include handbooks, workshops, conferences and seminars.

Non-Profit Organizations

Another resource to consider is the Manufacturing Extension Partnership (MEP), which is a growing nationwide system of services that provide technical support to businesses interested in assessing and improving their current manufacturing processes. The MEP is a partnership of local manufacturing extension centers which typically involve federal, state, and local governments, educational institutions, and other sources of information and funding support. The MEP can also often provide assistance with quality management, development of training programs and business systems.

The Industrial Technology Institute (ITI) is a non-profit organization dedicated to expanding technology access and technology management among U.S. manufacturers. ITI provides technical assistance to small and medium-sized organizations through the Michigan Manufacturing Technology Center. ITI also has experience with the development of business performance tools and provides services for energy, environment, and manufacturing assessments; as well as, QS 9000 and ISO 14000 training and implementation.

Other Organizations

Another recommended source of information and expertise is the organizations with which you do business. It is likely that your suppliers and customers have experience with many of the aspects of an EMS, and might be willing to share their experiences and provide advice to your organization.

On-line Resources

There is a wealth of information related to EMS implementation available electronically via the Internet. Many state, federal, and local agencies have home pages on the Internet containing information that can be useful to your organization. Numerous non-governmental organizations have home pages that contain information on topics such as ISO 14000, pollution prevention, recycling and waste minimization, environmental laws and regulations, innovative manufacturing technologies, and materials substitution. If your organization does not have Internet access, contact your local library to see if it provides Internet access to users.

Additional EMS resources and contacts are described on the following table.

Appendix F (cont'd.)

Additional Sources of Information and Contacts

Note: This list is not intended to be comprehensive. Appearance on this list should not be construed as an endorsement by NSF of any products/service.

FEDERAL AGENCIES

Organization	Resource	Telephone Number / Internet Address	Description
US Environmental Protection Agency	Small Business Compliance Assistance Centers:	202/564-7066 (general information)	Centers are Internet Web Sites with comprehensive environmental compliance, technical assistance, & pollution prevention information for various industry sectors.
	Design for Environment Guide, Fact Sheets and DFE EMS Template	www.epa.gov/opptintr/dfe/tools/ems/ems.html	Website contains information on EMS and how to incorporate DFE into an EMS. Provides a how-to manual for implementing a DFE-based EMS and a set of integration tools for companies that already have an EMS.
	Small Business Compliance Policy	202/564-7072 www.epa.gov/oeca/smbusi.html	Effective May 11, 2000, this policy supercedes the June 1996 version. Published in the Federal Register on April 11, 2000 (65FR19630).
	Compliance-Focused EMS – Enforcement Agreement Guidance	http://es.epa.gov/oeca/oceft/neic/12elemnr.pdf	Presents the key elements of a compliance focused EMS model.
	Environmental Compliance Auditing Protocols	EPA National Service Center 1-800-490-9198 www.epa.gov/oeca/ccsmd/profile.html	These protocols are intended to guide regulated entities in the conduct of compliance audits and to ensure that audits are conducted in a thorough manner.
	Code of Environmental Management Principles	www.epa.gov/oeca/cemp/cemptoc.html	Collection of five broad principles and performance objectives that provide a basis for environmental management among Federal agencies.
	Pollution Prevention Clearinghouse	202/260-1023	Technical Information on materials and processes, including publications related to waste minimization and pollution prevention.
	Office of Wastewater Management	www.epa.gov/owm/iso2/htm	Provides information on various EPA-sponsored EMS projects.

FEDERAL AGENCIES			
	Public Information Center	202/260-7751	General information about EPA programs.
	RCRA / Superfund Hotline	800/424-9346 202/382-3000	Provides information about hazardous waste regulations and handles requests for federal documents and laws.
	Small Business and Asbestos Ombudsman	800/368-5888 202/557-1938	Information and advice on compliance issues for small quantity generators of hazardous waste.
	Technology Transfer and Support Division	513/569-7562	Access to the ORD research information and publications.
	TSCA Hotline	202/554-1404	Assistance and guidance on TSCA regulations.
	Enviro\$en\$e	http://es.inel.gov	Solvent alternatives, international, federal and state programs, other research and development. Also, environmental profiles of various industrial categories.
	US EPA Home Page	http://www.epa.gov	Information about EPA regulations, initiatives, and links to the home pages of other agencies and EPA regional offices.
U.S. Small Business Administration	SBA Answer Desk	1-800-8-ASK-SBA	Information about SBA programs, and telephone numbers for local offices.
	SBA Home Page	http://www.sbaonline.sba.gov	Information about business services available to your organization, with links to other related sites.
Government Printing Office	GPO Superintendent of Documents	202/512-1800	Information about available documents and instructions on ordering GPO publications.
US Department of Energy	Pollution Prevention Information Clearinghouse	http://www.er.doe.gov/production/esh/epic.html	Pollution prevention and environmental design information.
STATE AGENCIES			

Organization	Resource	Telephone Number / Internet Address	Description
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STATE AGENCIES

Organization	Resource	Telephone Number / Internet Address	Description
State Environmental Protection Agencies	Environmental Assistance Programs	Contact your state's Environmental Protection Agency	Many state environmental protection agencies provide publications, technical assistance, and information on pollution prevention technologies, waste reduction, and regulatory compliance, at little or no charge.
	Small Business Assistance Programs (Mandated under Title V of the Federal Clean Air Act).	Call the EPA Small Business Ombudsman (800/368-5888) for the phone number and address of the Small Business Assistance Program in your state.	Provides information and technical assistance to small businesses regulated under the Clean Air Act.
	State and Local Pollution Prevention Programs	Contact the National Pollution Prevention Roundtable (202/466-7272) for the phone number and address of the pollution prevention program in your state.	Provides information and technical assistance on pollution prevention.
State Environmental Protection Agencies (cont'd)	Michigan Department of Environmental Quality	http://www.deq.state.mi.us	Fact sheets, training, and technical assistance.
	Minnesota Technical Assistance Program	http://es.inel.gov/techinfo/facts/mpca/mpca.html	Fact sheets on pollution prevention, materials substitution.
	Ohio Department of Environmental Protection	http://arcboy.epa.ohio.gov	Fact sheets on pollution prevention, materials substitution.
	Wisconsin Department of Natural Resources	http://es.inel.gov/techinfo/facts	Fact sheets on pollution prevention, materials substitution.

Note: The list shown above represents only a sample of the resources that may be available from state agencies. Contact your state agency for details of existing programs and other forms of assistance available

EMS SOFTWARE PACKAGES

Organization	Contact Info	Description
Greenware	1-800-474-0627 www.greenware.com	Provides ISO 14001 assessment, implementation and audit software
EMSoft2000	1-800-241-3618 www.rmtinc.com	Software package based on LotusNotes to support EMS implementation
ISOXpert	1-800-ISO-EASY	Built on LotusNotes platform. Customizable document formats.
ISOSoft 14001	416-679-0119 www.isogroup.simplenet.com/soft14k	Provides ISO 14001 assessment, implementation and audit software. Co-developed with BSI.

NON-PROFIT ORGANIZATIONS

Organization	Address	Phone Number	Description
Industrial Technology Institute (ITI)	2901 Hubbard Road P.O. Box 1485 Ann Arbor, Michigan 48106-1485	1-800-292-4484 Fax: 1-313-769-4064	Technical assistance to small and mid-sized manufacturers. Energy, environment, and manufacturing assessments, as well as performance benchmarking, and QS 9000 and ISO 14000 implementation assistance.
Manufacturing Extension Partnership (MEP)	Building 301, Room C121 National Institute of Standards and Technology Gaithersburg, Maryland 20899-0001	1-301-975-5020 1-800-MEP-4MFG Fax: 1-301-963-6556	Assists manufacturers with assessing technological needs, and works to help small manufacturers solve environmental problems with cost-effective solutions.
North American Commission on Environmental Cooperation "Improving Environmental Performance and Compliance: 10 Elements of Effective Environmental Management Systems"	www.cec.org/pubs_info_resources/publications/enforce_coop_law/ems.cfm?varlan=english	514/350-4334 (Commission) 202/564-7048 (USEPA)	Joint expression from three North American governments regarding how voluntary EMS's designed for internal management purposes can also serve broader public policy goals, such as compliance assurance and improved environmental performance.

INTERNET RESOURCES

Resource	Internet Address	Description
ANSI Online	http://www.ansi.org	Contains information related to the American National Standards Institute, including meetings, events, and standards information databases.
Business Resource Center	http://www.kciLink.com/brc	Provides information on a variety of topics, including tips on management, recycling, and financing.
Canadian Standards Association	http://www.csa.ca/isotcs	A center for information and services related to ISO 9000 and ISO 14000, maintained by the Canadian Standards Association.
Clean Technologies Center (UCLA)	http://cct.seas.ucla.edu	Innovative technologies for pollution prevention.
Consortium on Green Design and Manufacturing (UC-Berkeley)	http://euler.berkeley.edu/green/cgdm.html	Environmental design and sustainable development.
Environmental Technology Gateway	http://iridium.nttc.edu/environmental.html	Access to other environmental links and information, environmental technologies.
International Corporate Environmental Reporting Site	www.enviroreporting.com	International news about environmental issues and resources for environmental reporting.
Industrial Technology Institute Home Page	http://www.iti.org	Information about ITI, how to find environmental information on the Internet, and links to other organizations.
International Network for Environmental Management	www.inem.org	Case studies, publications and how-to information on environmental management. Interactive tools for assessing environmental policies and reports.
ISO 14000 Information Center	http://www.iso14000.com	Answers to questions on ISO 14000 standards.

INTERNET RESOURCES

Resource	Internet Address	Description
ISO 14000 Integrated Solutions (ANSI/GETF)	http://www.gnet.org	Will provide training, conferencing, on-line information services and publications on a fee basis.
ISO Online	http://www.iso.ch	The ISO homepage provides information on ISO, its structure, members, technical committees, meetings, and events.
Multi-State Working Group	www.mswg.org	Describes the activities of this group regarding EMS and ISO 14001.
National Environmental Information Resources Center (NEIRC)	http://www.gwu.edu/~greenu/	Provides access to a wide variety of information about environmental matters, with links to hundreds of organizations.
NSF-ISR Home Page	http://www.nsf-isr.org	Contains information on NSF International and its pilot projects in EMS implementation.

AUTHORIZED SOURCES OF THE ISO 14000 STANDARDS

NSF International (NSF)	Phone: 1-888-NSF-9000 Fax: 1-734-827-6801	789 N. Dixboro Road Ann Arbor, MI 48105
American National Standards Institute (ANSI)	Phone: 1-212-642-4900 Fax: 1-212-398-0023	11 West 42 nd Street New York, NY 10036
American Society for Quality (ASQ)	Phone: 1-414-272-8575 Fax: 1-414-272-1734	Milwaukee, WI
American Society for Testing and Materials (ASTM)	Phone: 1-610-832-9585 Fax: 1-610-832-9555	West Conshohocken, PA